

# CONTINUOUS QUALITY IMPROVEMENT (CQI)



## Adult Protective Services

---

**Our Vision:** To prevent and reduce harm to vulnerable adults from abuse, neglect, and exploitation utilizing the least restrictive methods.

**Our Commitments:**

1. Adults have the right to be safe
2. Adults retain all their civil and constitutional rights unless a court adjudicates otherwise
3. Adults have the right to accept or refuse services
4. Adults have the right to make decisions that do not conform with societal norms as long as these decisions do not harm others

# TABLE OF CONTENTS

<b>Chapter 1: Prevention and Early Intervention.....</b>	<b>3</b>
Adult Protective Services Intakes – 2008 to 2013.....	4
Adult Protective Services Intakes – Current Calendar Year (2014).....	5
 <b>Chapter 2: Safety.....</b>	 <b>6</b>
Intake/Hotline Calls.....	7
Intake/Hotline Quality Measures.....	8
APS Accepted Intakes vs. Vulnerable Adults.....	9
APS Face to Face Contact Time Frames.....	10
APS Investigation Timeframes – Ready for Review Status.....	11
APS Investigation Timeframes – Final Status from Ready for Review.....	12
APS Investigation Timeframes – Final Status from Intake .....	13
APS Quality Measures – Statewide .....	14
APS Quality Measures – Eastern Service Area.....	15
APS Quality Measures – Southeast Service Area.....	16
APS Quality Measures – Central Service Area.....	17
APS Quality Measures – Northern Service Area.....	18
APS Quality Measures – Western Service Area.....	19
 <b>Chapter 3: Workforce Stability.....</b>	 <b>21</b>
CFS Staff Vacancy Rate.....	22
Average Number of Investigations per APS worker per month .....	23

# CHAPTER 1: Prevention and Early Intervention

---

- **OUTCOME STATEMENT: COMMUNITIES WILL HAVE AN UNDERSTANDING AND OWNERSHIP OF PREVENTING AND INTERVENING IN THE PROTECTION OF VULNERABLE ADULTS FROM ABUSE, NEGLECT, OR EXPLOITATION.**
- **Goal Statement: Increase the public's awareness of the role of Adult Protective Services.**

## Adult Protective Services Intakes – Past Years

### Strengths/Opportunities:

The number of accepted APS intakes has increased each year since 2008.

2014: Overall, there were 37 more intakes accepted than in 2013. Several service areas had a lower number of intakes received than in 2013. (CSA, NSA, and SESA).

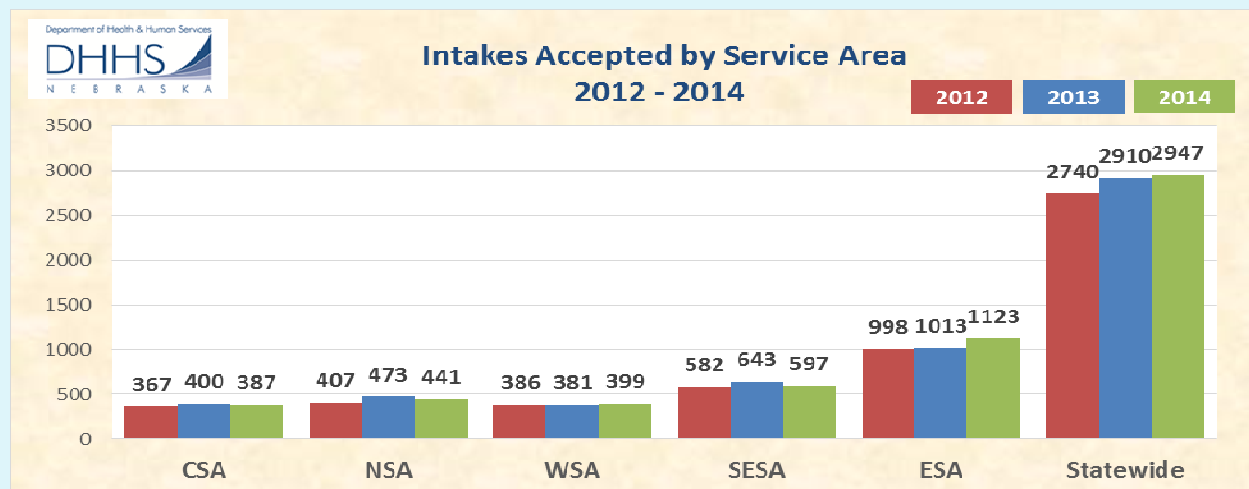
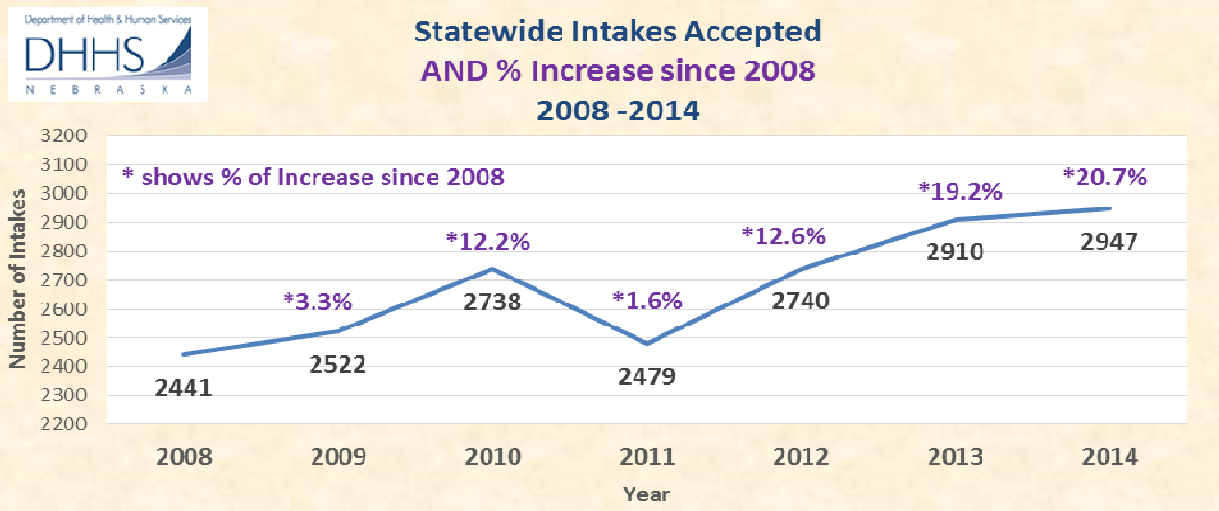
### Barriers:

### Action Items:

*\*Completed:*

*\*Planned:*

**OUTCOME STATEMENT:** Communities will have an understanding and ownership of preventing and intervening in the protection of vulnerable adults from abuse, neglect, or exploitation



**Data Review Frequency: Monthly**



## Adult Protective Services Intakes – Current Year (2014)

### Strengths/Opportunities:

SESA is the only service area to have a decreasing trend line over the current year.

### Barriers:

### Action Items:

*\*Completed:*

*\*Planned:*

### Totals for the current year:

CSA: 387

ESA: 1123

NSA: 441

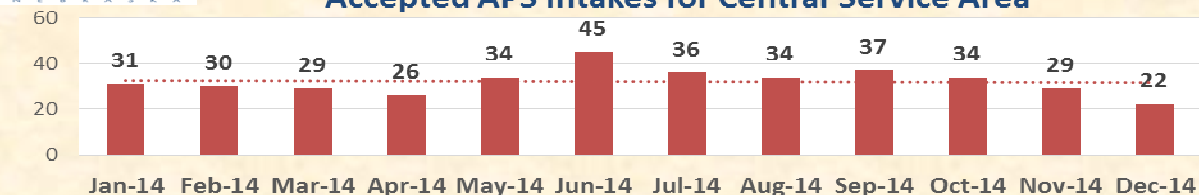
SESA: 597

WSA: 399

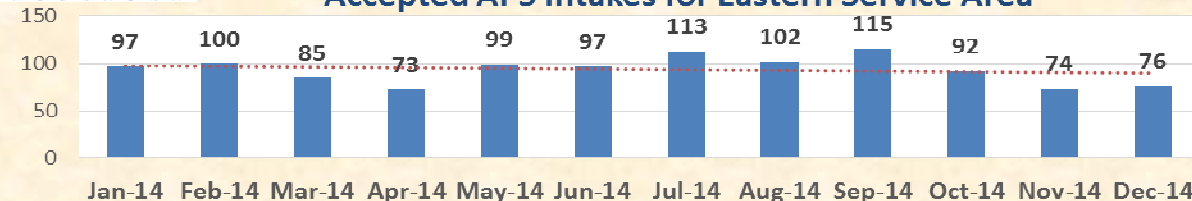
**Data Review Frequency: Monthly**



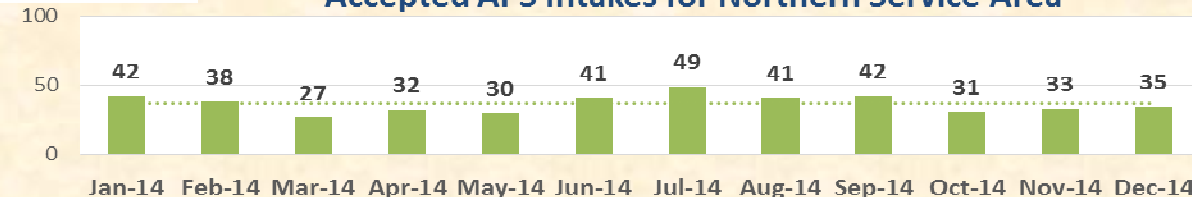
### Accepted APS Intakes for Central Service Area



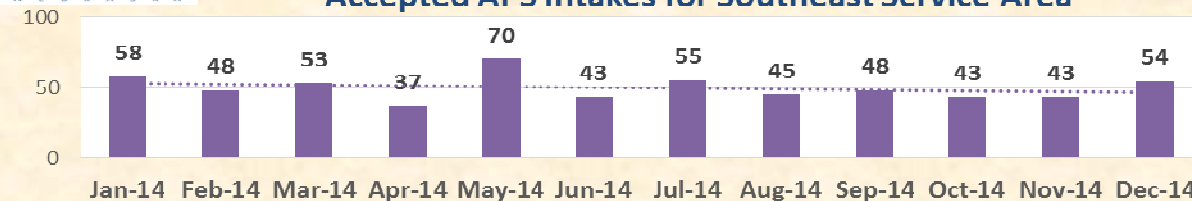
### Accepted APS Intakes for Eastern Service Area



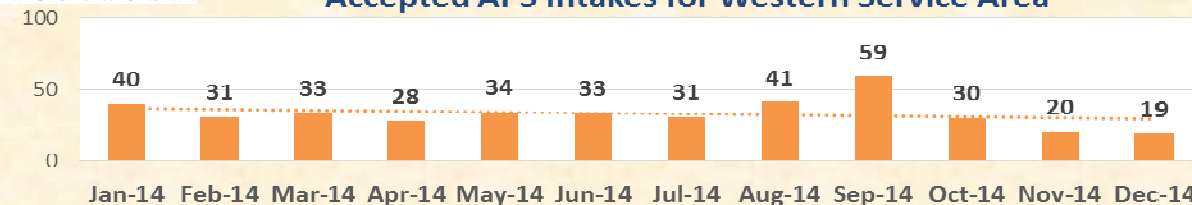
### Accepted APS Intakes for Northern Service Area



### Accepted APS Intakes for Southeast Service Area



### Accepted APS Intakes for Western Service Area



## CHAPTER 2: Safety

---

- **OUTCOME STATEMENT: VULNERABLE ADULTS IN THE ADULT PROTECTION SYSTEM ARE SAFE.**
- **Goal Statement #1: Adult protection and safety staff are committed to integrating Structured Decision Making into all aspects of work**
- **Goal Statement #2: Vulnerable adults will receive a timely response from Adult Protective Services**
- **Goal Statement #3: Adult Protective Services ensure the safety and dignity of vulnerable adults using the least restrictive interventions**

## Intake Calls / Responses – All Calls & APS Breakout

### Strengths/Opportunities:

December 2014: Breakout of all calls shows that 12% of the total calls were for Adult Protective Services investigations.

### Barriers:

### Action Items:

*\*Completed:*

This data includes all the calls the hotline receives, including CPS and APS calls. In the future, this data will be broken down into APS calls only.

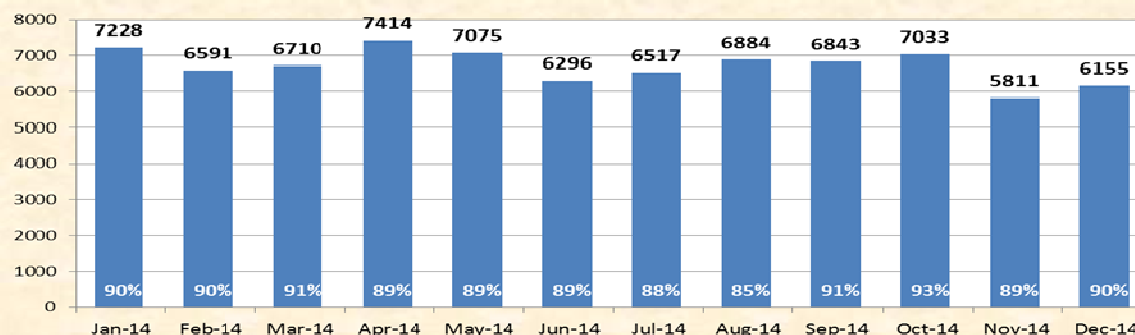
Definitions for each type of call are below the chart.

**Data Review Frequency: Monthly**

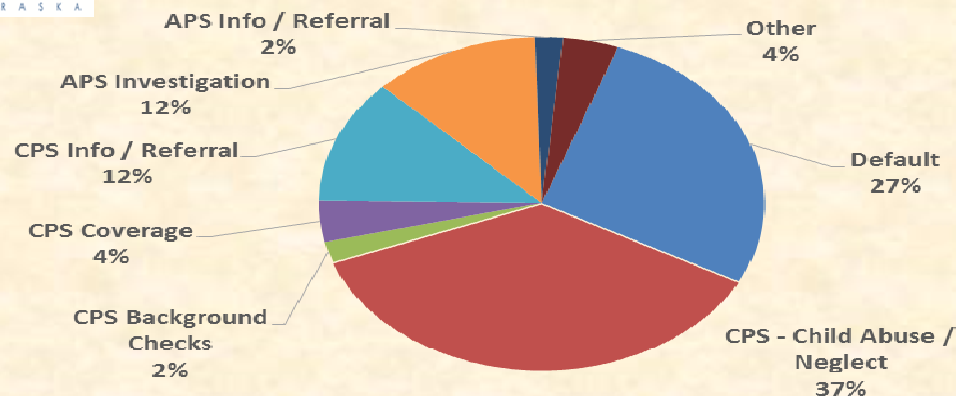
## OUTCOME STATEMENT: Vulnerable adults in the Adult Protection System are safe



### Hotline Calls Received & Percentage Answered by Month (Jan-Dec 2014)



### December 2014 Call Breakout



**APS Info / Referral:** Caller wants information or needs a referral to a community resource

**APS Investigation:** Caller intends to make an APS report

**CPS Info / Referral:** Caller wants information or needs a referral to a community resource for children

**CPS Coverage:** Caller needs information on an open case

**CPS Background Checks:** Requests for background checks to be completed for placement

**CPS Child Abuse/Neglect:** Caller intends to make a CPS report

**Default:** Calls not keyed-in at all

**Other:** Calls that are general questions that do not fit into any of the other categories and do not generate a report, NFOCUS documentation, or notification to another HHS employee

## Intake Quality Measures – APS Only

### Strengths/Opportunities:

November 2014: Data indicates that APS intakes are received with enough detail to determine if the report met the screening criteria and if the victim may or may not be a vulnerable adult.

### Barriers:

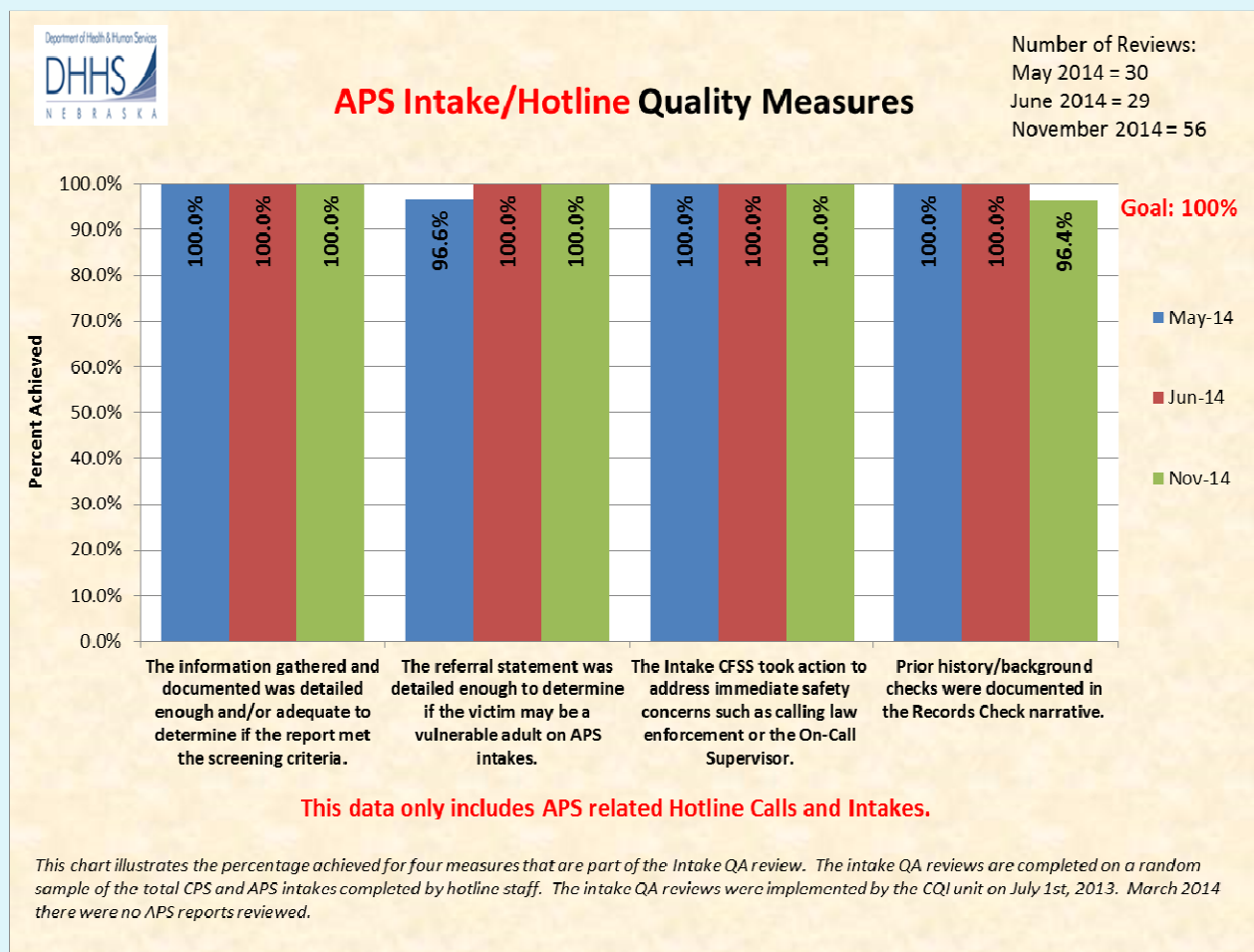
### Action Items:

*\*Completed:*

*\*Planned:*

**Note: This is a quarterly review.**

## OUTCOME STATEMENT: Vulnerable adults in the Adult Protection System are safe



**Data Review Frequency: Monthly**

## Adult Protective Services Intakes vs. Vulnerable Adults

### Strengths/Opportunities:

September 2014: New chart this month. Data is consistent with anecdotal information.

October 2014: Increases in the number of vulnerable adults for APS investigations and Org. Related investigations.

November 2014: Slight increase in the number of vulnerable adults for APS investigations and self neglect investigations.

December 2014: Data remains consistent for APS and ORG investigations, but decreased for Self-Neglect cases.

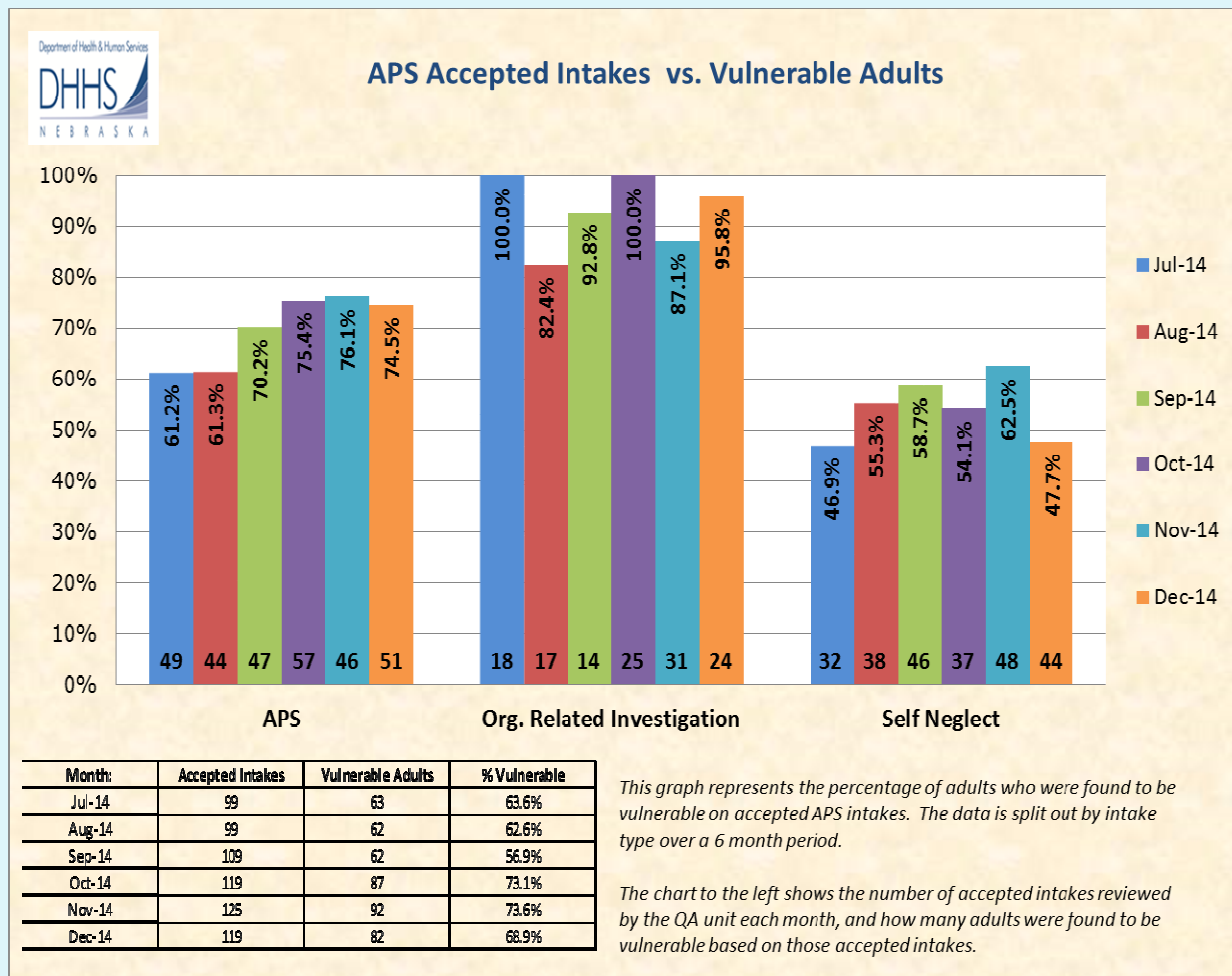
### Barriers:

### Action Items:

*\*Completed:*

*\*Planned:*

**OUTCOME STATEMENT:** Communities will have an understanding and ownership of preventing and intervening in the protection of vulnerable adults from abuse, neglect, or exploitation



**Data Review Frequency: Monthly**

## APS Face to Face Contact Timeframes

### Strengths/Opportunities:

October 2014: Face to face contacts increased for P1s to 100% and remained steady for P2s and P3s.

November 2014: Decrease in P1 face to face contact time frames, but increases in P2 and P3 face to face time frames!

December 2014: P1 face to face timeframes returned to 100%! P3 face to face timeframes were met less than 100% in December.

### Barriers:

### Action Items:

*\*Completed:*

*Note: Exceptions to face to face contacts are not reflected in the charts.*

**This data is measured for intakes accepted in December 2014.**

## OUTCOME STATEMENT: Vulnerable adults in the Adult Protection System are safe



Note: Measures are from the APS Performance Accountability report on Infoview. Source: 2014 – 12 APS Performance Accountability

**Data Review Frequency: Monthly**



## APS Investigation Timeframes – In Ready for Review Status

### Strengths/Opportunities:

October 2014: Decrease in all 3 areas for Investigations into Ready for Review Status.

November 2014: P1 and P2 timeframes for investigations in ready for review status increased.

December 2014: P2 and P3 timeframes both increased in timeliness for ready for review status in December.

### Barriers:

Financial exploitation cases are considered a barrier to achieving this measure due to the time requirements involved in that type of investigation.

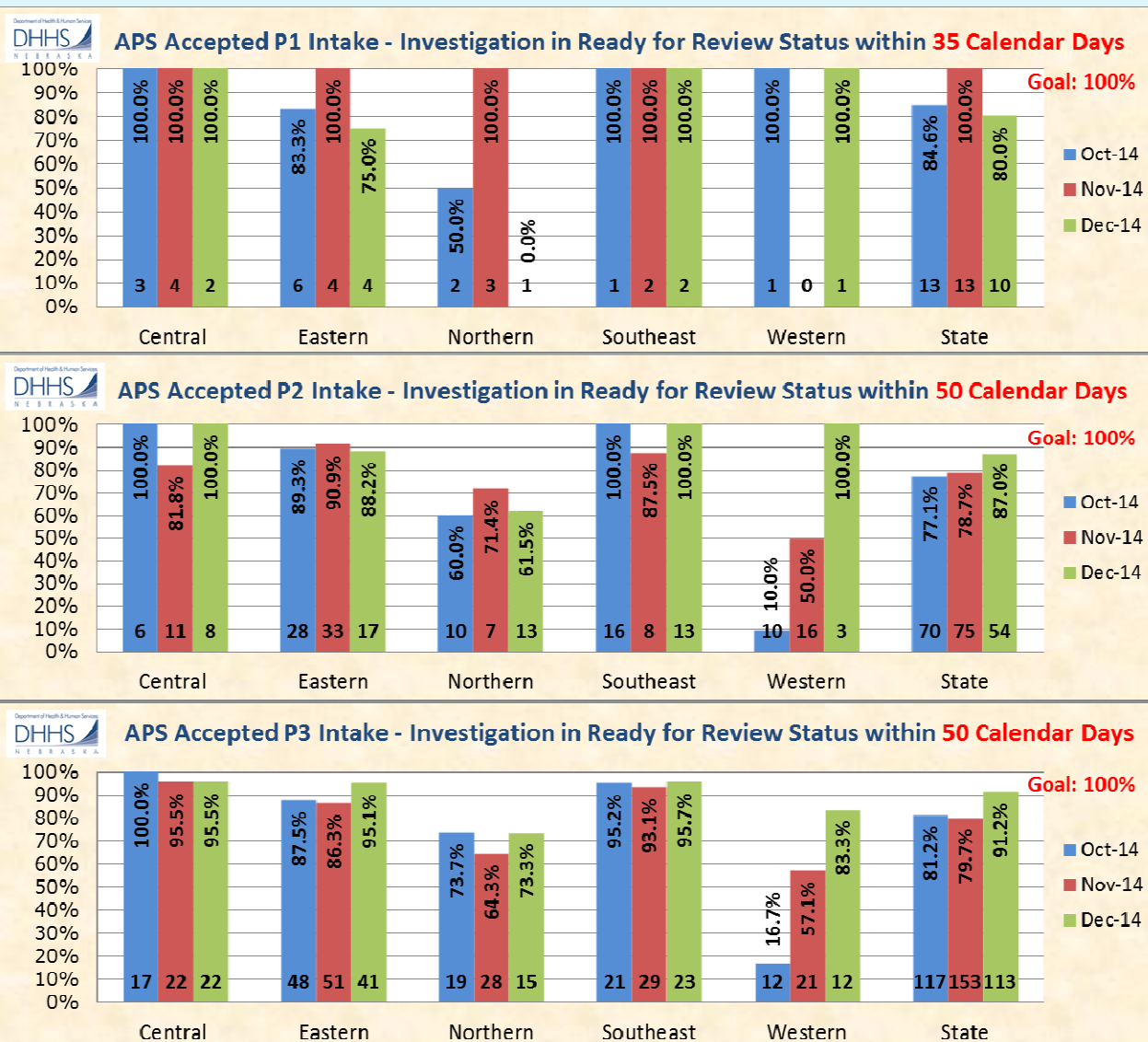
### Action Items:

*\*Completed:*

*Note: Exceptions to finalization timeframes are not reflected in the charts.*

**This data is measured for intakes accepted in October 2014.**

## OUTCOME STATEMENT: Vulnerable adults in the Adult Protection System are safe



Note: Measures are from the APS Performance Accountability report on Infoview. Source: 2014 - 12 APS Performance Accountability

**Data Review Frequency: Monthly**

### APS Investigation Timeframes – In Final Status from Ready for Review

#### Strengths/Opportunities:

October 2014: P1's remain at 100% or another month. P2's and P3's have slight decreases.

November 2014: P3's had a slight decreased for finalization time frames within 10 days of ready for review status.

December 2014: P1 and P2 timeframes remained consistent, with an increase in P3's being finalized in 10 days of ready for review status.

#### Barriers:

#### Action Items:

*\*Completed:*

*Note: Exceptions to finalization timeframes are not reflected in the charts.*

**This data is measured for intakes accepted in October 2014.**

**Data Review Frequency: Monthly**

## OUTCOME STATEMENT: Vulnerable adults in the Adult Protection System are safe





## APS Investigation Timeframes – In Final Status from Intake

### Strengths/Opportunities:

October 2014: Substantial decreases in P2 and P3 finalization time frames.

Most significant decrease in the WSA.

November 2014: Slight increase in P2 finalization time frames and slight decrease in P3 finalization time frames.

December 2014: Slight decrease in P1's being finalized timely, with slight increases in P2's and P3's meeting the required finalization time frames.

### Barriers:

### Action Items:

*\*Completed:*

*Note: Exceptions to finalization timeframes are not reflected in the charts.*

**This data is measured for intakes accepted in October 2014.**

## OUTCOME STATEMENT: Vulnerable adults in the Adult Protection System are safe



Note: Measures are from the APS Performance Accountability report on Infoview. Source: 2014 - 12 APS Performance Accountability

**Data Review Frequency: Monthly**

## APS Quality Measures - Statewide

### Strengths/Opportunities:

July 2014: Statewide remaining similar to previous months, still 90% or above in 4 out of 5 measures.

August 2014: Statewide increases in all areas! (95% or above in all areas!)

September 2014: Many items remained consistent. Decreases in supporting the maltreatment and safety sections statewide.

October 2014: 3 out of 5 measures remained steady, while 2 increased statewide.

November 2014: 3 out of 5 measures decreased, while two measures increased for the state.

December 2014: 3 measures at 100% and increases in all 5 measures!

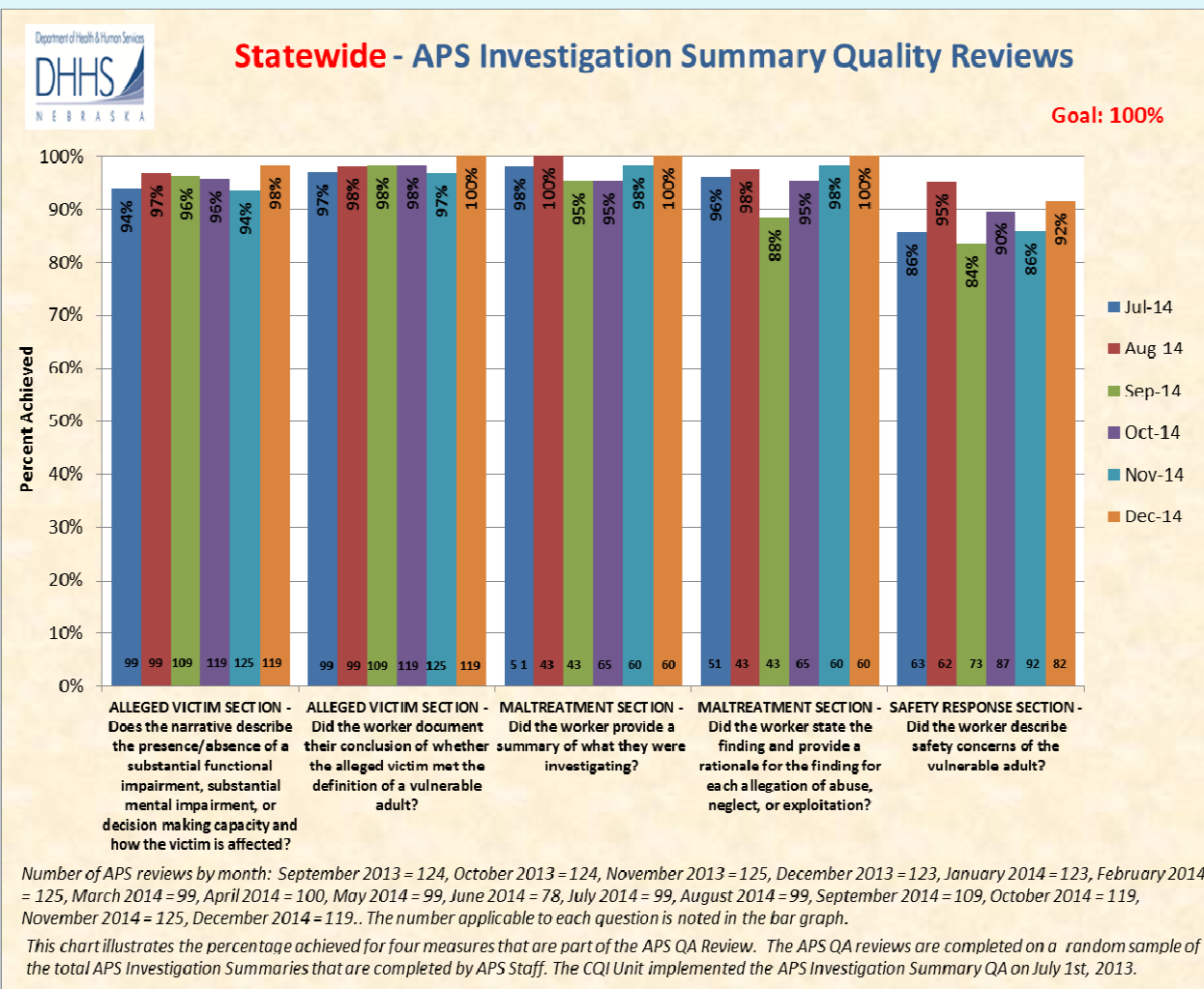
### Barriers:

### Action Items:

*\*Completed:*

*\*Planned:*

## OUTCOME STATEMENT: Vulnerable adults in the Adult Protection System are safe



Note: Measure is from CQI reviews of the APS investigation summary. Random samples from each service area are selected and reviewed on a monthly basis.

**Data Review Frequency: Monthly**

## APS Quality Measures - ESA

### Strengths/Opportunities:

July 2014: Increases in all 5 measures for the ESA!

August 2014: Increase in all areas except the maltreatment section!

September 2014: Most areas remained steady except for Maltreatment.

October 2014: Increases in 3 out of 5 areas!

November 2014: Increase in only two areas since last month.

December 2014: 100% in 4 measures and increases across the board!

### Barriers:

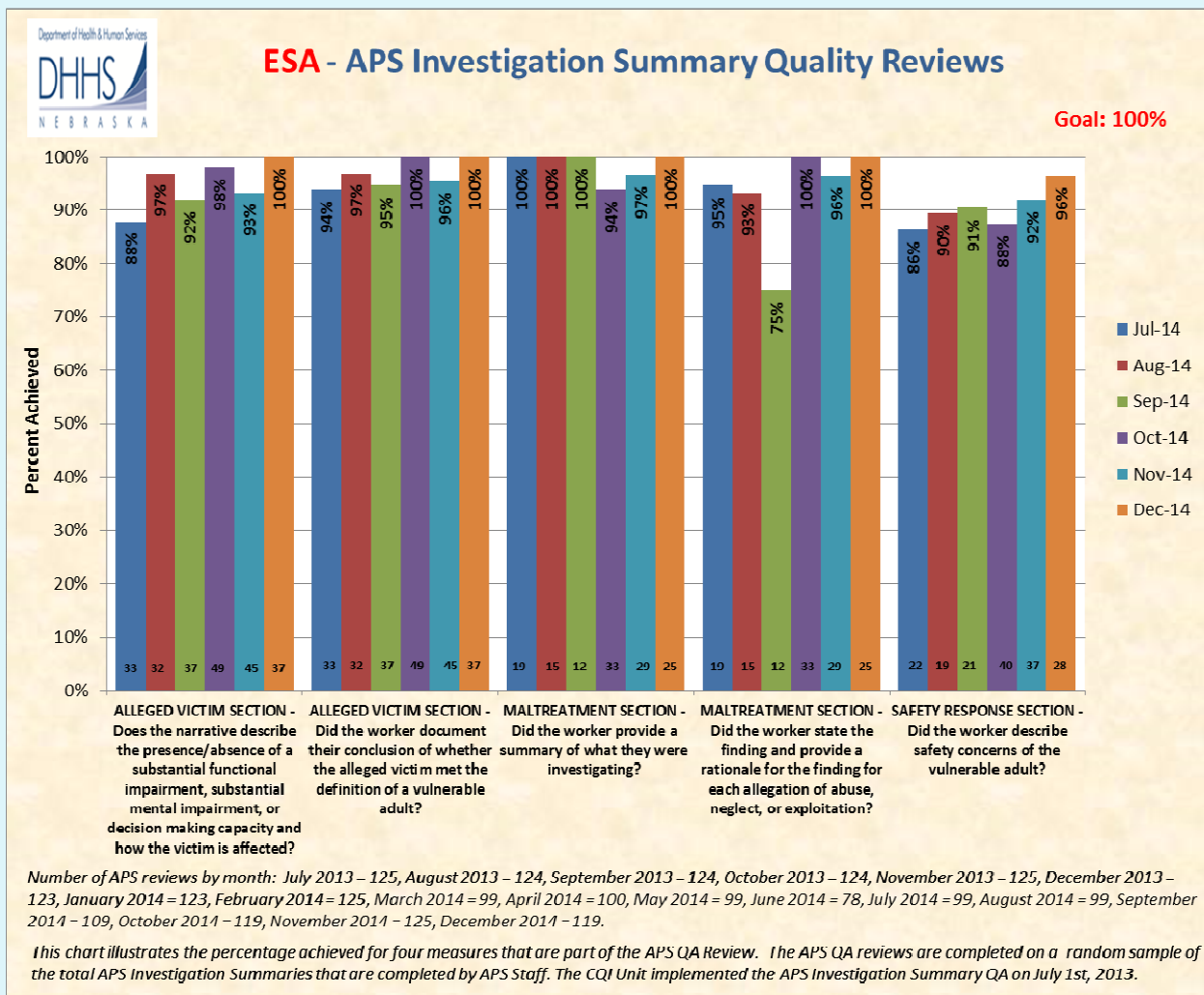
### Action Items:

*\*Completed:*

*\*Planned:*

**Data Review Frequency: Monthly**

## OUTCOME STATEMENT: Vulnerable adults in the Adult Protection System are safe



Note: Measure is from CQI reviews of the APS investigation summary. Random samples from each service area are selected and reviewed on a monthly basis.

## APS Quality Measures - SESA

### Strengths/Opportunities:

July 2014: Slight decreases in 4 out of 5 measures for SESA.

August 2014: 100% for all areas in the August 2014 reviews!

September 2014: Decreases in the maltreatment sections and the safety section.

October 2014: Increases across the board for SESA!

November 2014: Several measures remained at 100%, while there was a significant decrease in the safety measure.

December 2014: Increases in each measure and 100% in 3 out of 5 measures.

### Barriers:

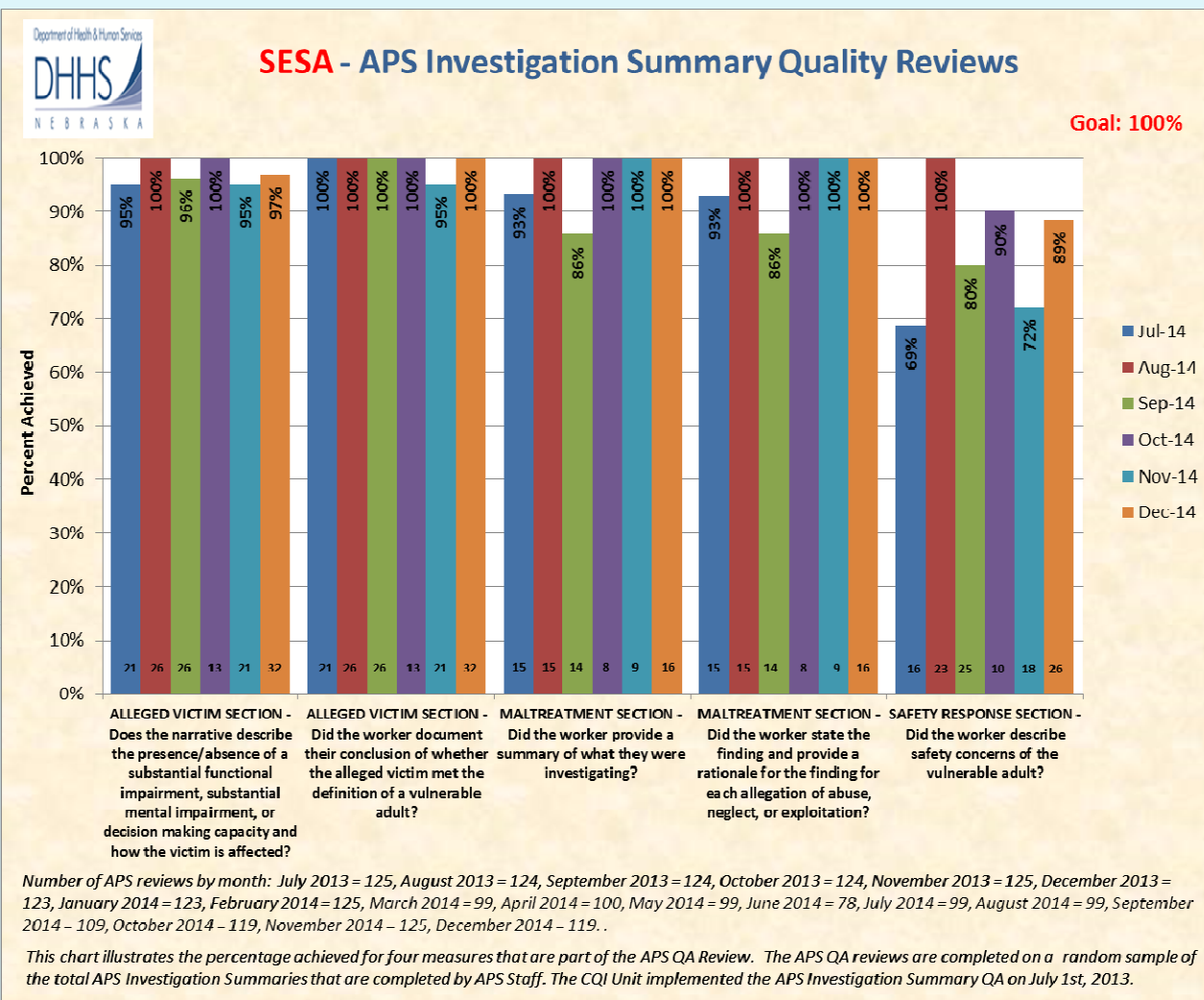
### Action Items:

*\*Completed:*

*\*Planned:*

**Data Review Frequency: Monthly**

## OUTCOME STATEMENT: Vulnerable adults in the Adult Protection System are safe



Note: Measure is from CQI reviews of the APS investigation summary. Random samples from each service area are selected and reviewed on a monthly basis.

## APS Quality Measures - CSA

### Strengths/Opportunities:

July 2014: Again 100% for each measure!

August 2014: Slight decrease in the alleged victim section and safety response section for CSA.

September 2014: Large decrease in support for the safety response section in this case.

October 2014: Decrease in the Maltreatment section and large increase in Safety Response section.

November 2014: 100% across the board except for the safety measure.

December 2014: 100% in every measure except the safety response. Large increase to the safety response measure.

### Barriers:

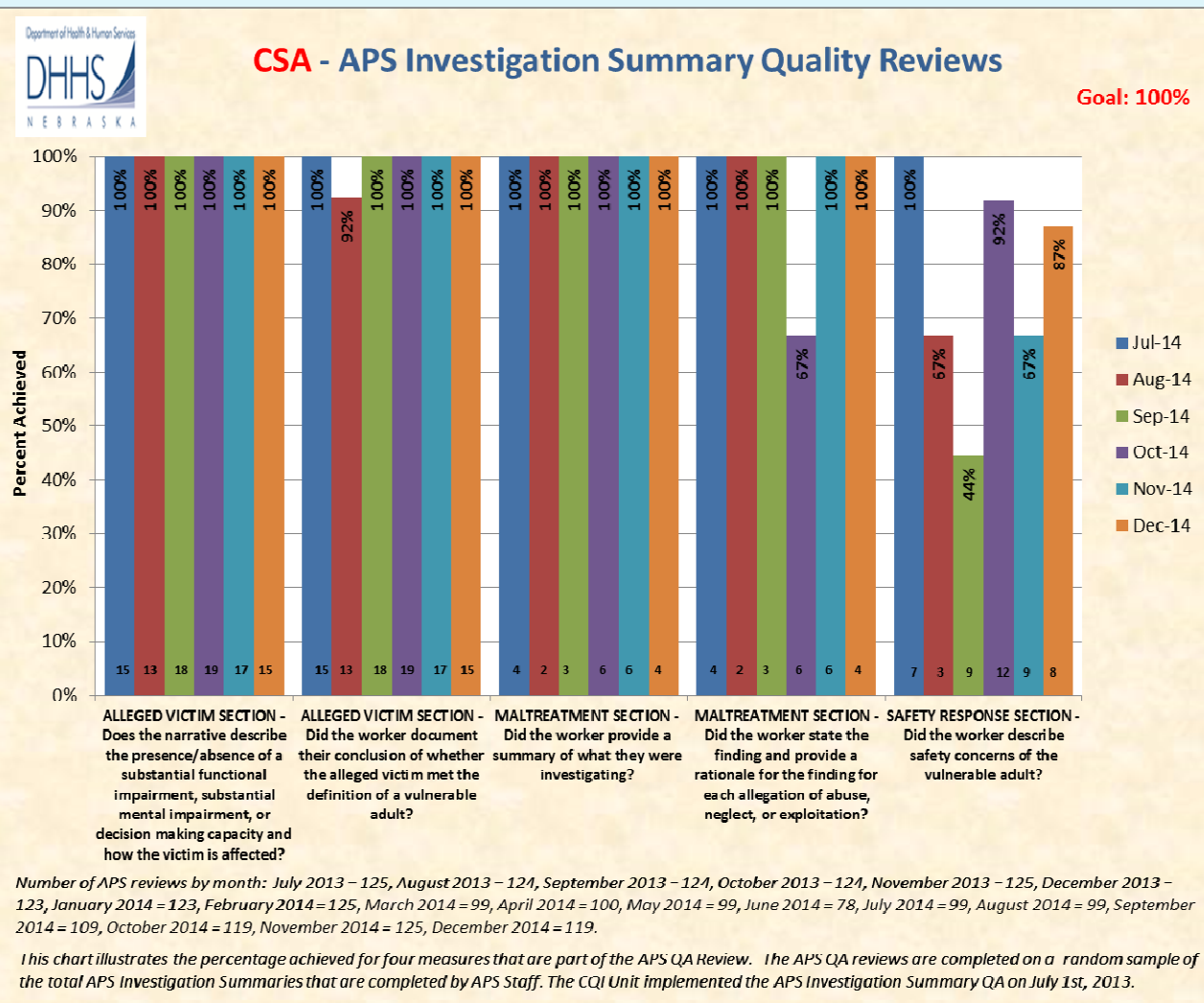
### Action Items:

*\*Completed:*

*\*Planned:*

**Data Review Frequency: Monthly**

## OUTCOME STATEMENT: Vulnerable adults in the Adult Protection System are safe



Note: Measure is from CQI reviews of the APS investigation summary. Random samples from each service area are selected and reviewed on a monthly basis.



## APS Quality Measures - NSA

### Strengths/Opportunities:

July 2014: 100% in 4 out of 5 measures for the month!

August 2014: 100% in 4 out of 5 measures for the month.

September 2014: 100% across the board for NSA!

October 2014: Decreases across the board for all of the measures.

November 2014: Several 100% measures with a few small decreases in two measures.

December 2014: Several 100% measures with two increases in other measures!

### Barriers:

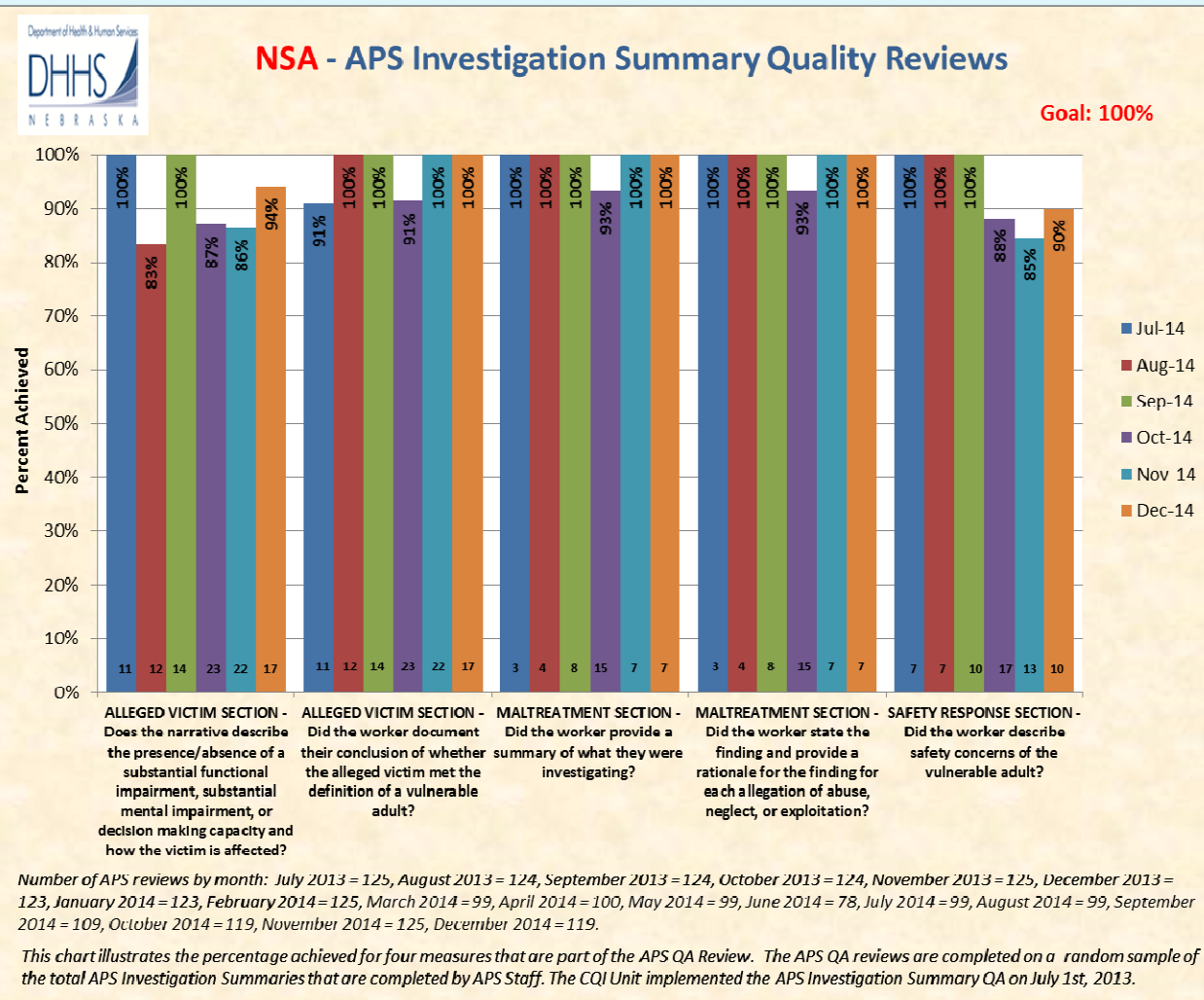
### Action Items:

*\*Completed:*

*\*Planned:*

**Data Review Frequency: Monthly**

## OUTCOME STATEMENT: Vulnerable adults in the Adult Protection System are safe



Note: Measure is from CQI reviews of the APS investigation summary. Random samples from each service area are selected and reviewed on a monthly basis.

## APS Quality Measures - WSA

### Strengths/Opportunities:

July 2014: Increases in two areas while the others measures remained at 100%!

August 2014: Increase for all measures into 100% for the month!

September 2014: 100% across the board for WSA!

October 2014: 100% across the board for WSA again!

November 2014: 100% across the board except for the alleged victim measure.

December 2014: 100% across the board except for the Safety Response section.

### Barriers:

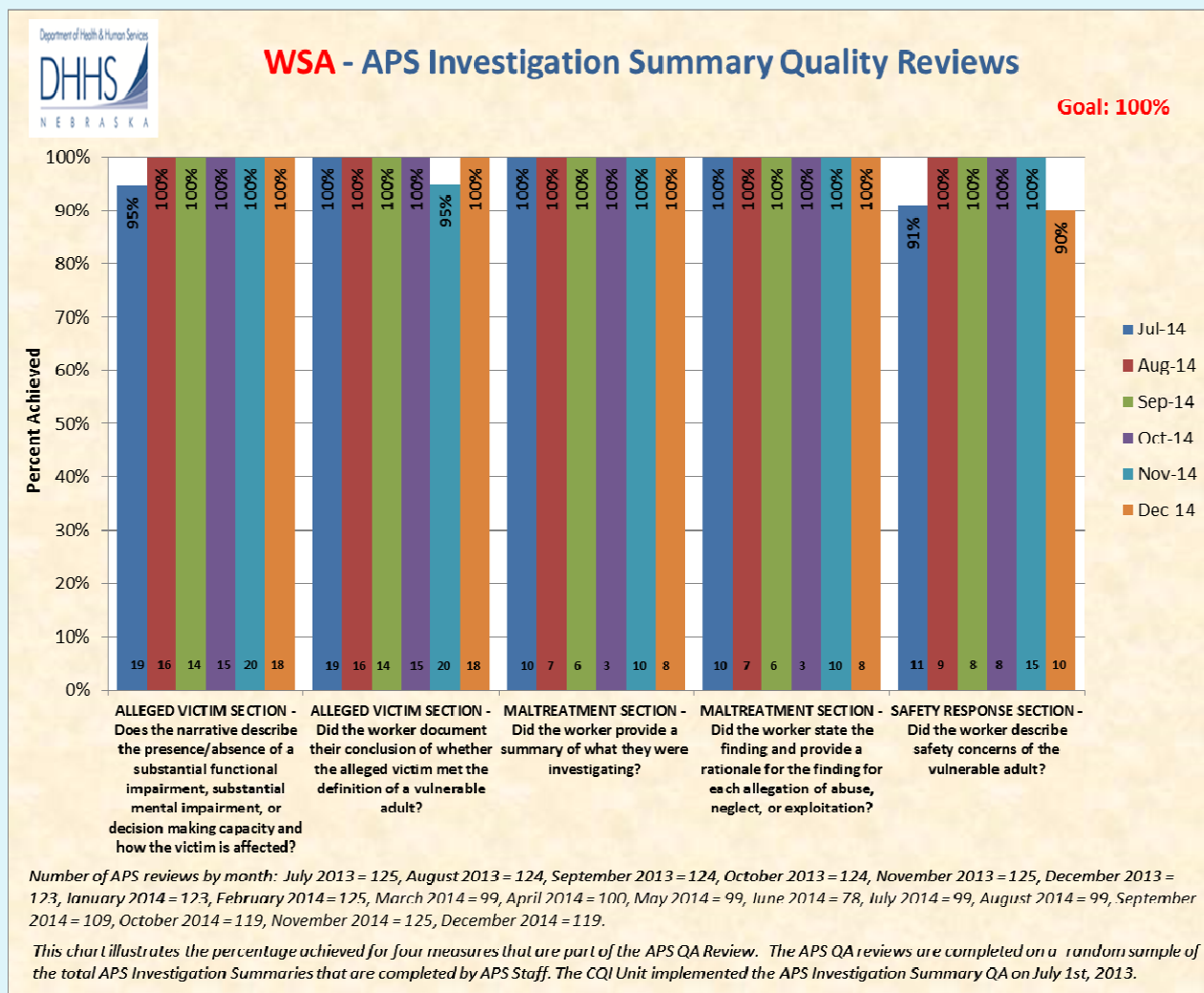
### Action Items:

*\*Completed:*

*\*Planned:*

**Data Review Frequency: Monthly**

## OUTCOME STATEMENT: Vulnerable adults in the Adult Protection System are safe



Note: Measure is from CQI reviews of the APS investigation summary. Random samples from each service area are selected and reviewed on a monthly basis.

INTENTIONALLY LEFT BLANK



## CHAPTER 3: Workforce Stability

---

- **OUTCOME STATEMENT: THE ADULT PROTECTIVE SERVICES' WORKFORCE IS WELL-QUALIFIED, TRAINED, SUPERVISED, AND SUPPORTED.**
- **Goal Statement #1: Reduce staff turnover**
- **Goal Statement #2: Provide for ongoing training for staff that addresses the skill and knowledge base needed to carry out their duties**
- **Goal Statement #3: Supervisory staff will be well trained and provide overall leadership for workers**

## APS Staff Vacancy Rate

### Strengths/Opportunities:

### Barriers:

### Action Items:

*\*Completed:*

*\*Planned:* In the future, APS Staff could have their own classification.

**OUTCOME STATEMENT:** The Adult Protective Services' workforce is well-qualified, trained, supervised, and supported

CFSS + CFSS/T														
Location	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
CSA	10.9%	7.3%	9.4%	1.9%	2.0%	0.0%	2.0%	11.8%	17.0%	13.0%	9.3%	1.8%	7.3%	7.3%
ESA	8.3%	8.3%	7.5%	10.4%	10.5%	14.3%	14.3%	11.2%	17.8%	14.5%	9.1%	10.0%	11.1%	10.2%
NSA	18.1%	8.9%	5.1%	5.3%	4.1%	2.8%	2.8%	7.0%	7.0%	11.3%	12.7%	15.5%	16.9%	19.1%
SESA	6.2%	3.1%	2.6%	5.2%	2.8%	6.3%	9.8%	13.2%	13.4%	10.4%	10.4%	3.2%	3.5%	1.9%
WSA	7.0%	8.5%	0.0%	4.8%	4.8%	0.0%	1.7%	0.0%	0.0%	3.6%	3.7%	1.9%	11.1%	5.6%
Total	9.4%	6.6%	4.6%	6.0%	5.1%	6.0%	7.7%	9.8%	12.1%	11.0%	9.5%	6.7%	9.5%	8.4%

Vacancies are allocated positions not filled, excluding frozen positions

**APS Only Vacancy Rate is not available at this time**

**Data Review Frequency: Monthly**

### Average Investigation Per APS Worker Per Month

#### **Strengths/Opportunities:**

The average number of APS intakes per worker per month increased slightly from 2012 to 2013.

2014: The average number of intakes per worker increased from 2013, but several service areas decreased.

#### **Barriers:**

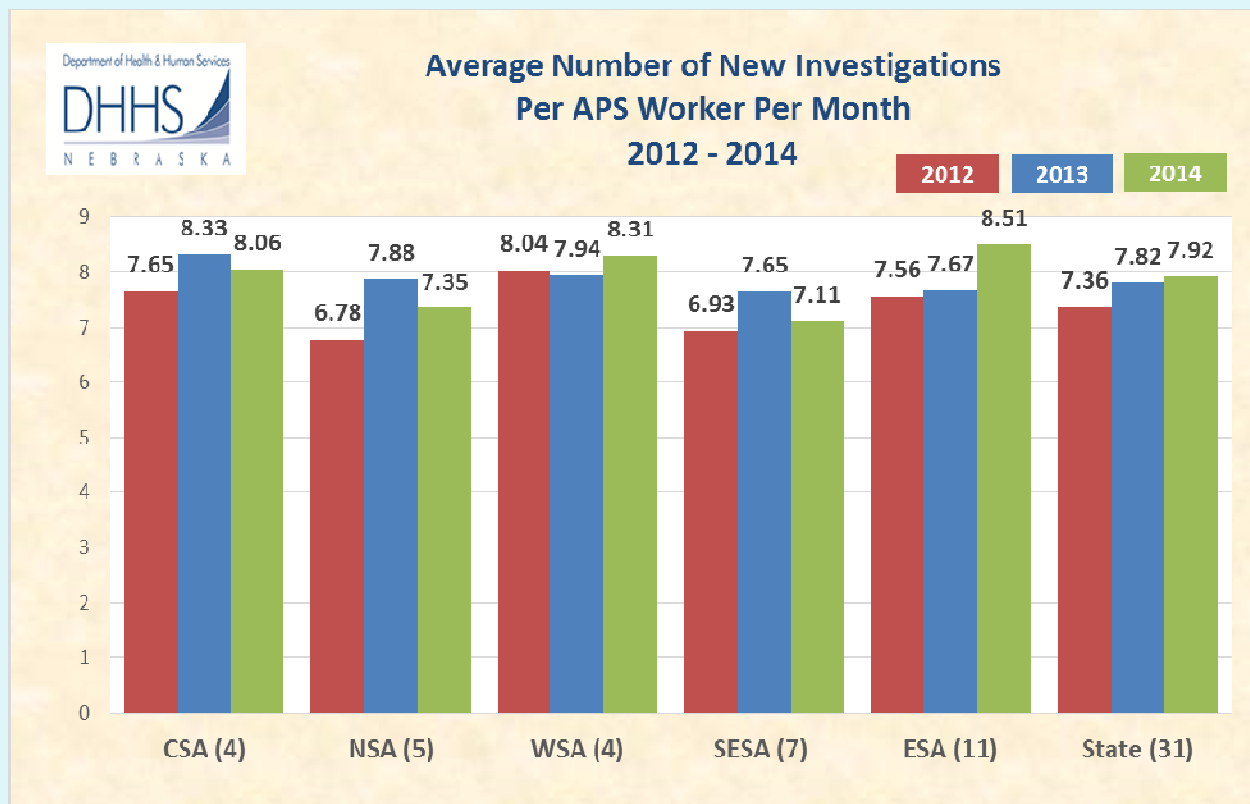
#### **Action Items:**

*\*Completed:*

*\*Planned:*

*Note: The number next to each service area represents the total allotted positions for the current year (2014).*

**OUTCOME STATEMENT: The Adult Protective Services' workforce is well-qualified, trained, supervised, and supported**



**This data only represents new investigations. It does not reflect the number of ongoing cases managed by APS.**

**Data Review Frequency: Monthly**

Prepared by:

Nebraska Department of Health and Human Services  
Children and Family Services  
Research, Planning and Evaluation Unit  
402-471-5361

[DHHS.CQI@nebraska.gov](mailto:DHHS.CQI@nebraska.gov)

